
ACS/City of Memphis

Secondary ISP Service

Request for Proposal

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Closing Date for Bids:
Bid Accepted at: ATTN: ACS Purchasing
Secondary ISP Service
100 North Main Street
Suite 3225
Memphis, TN 38103
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E-Mail Inquiries: requests@memphistn.gov

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1 Overview

REQUEST FOR PROPOSAL TO PROVIDE SECONDARY ISP SERVICE

ACS and the City of Memphis (hereinafter referred to as the “City”) invites qualified Vendors to provide Proposals for a redundant, flexible, high availability Internet solution to provide a redundant connection for the City users.

The selected Vendor will be contractually responsible for all services denoted in this document. ACS will be accountable for the management of this contract.

Any prospective Vendor failing to meet any requirements of this RFP without prior notification to and consent from ACS will constitute cause for disqualification from this RFP.

All questions pertaining to the RFP must be forwarded to ACS at the e-mail address listed on the front page of this document under “**E-Mail Inquiries.**”

Interested parties should carefully review this RFP, including all requirements, terms, conditions, performance standards, and financial penalties to ensure the most responsive proposals.

2 Introduction

The City of Memphis currently has a 45 Mbps Internet connection provided by BellSouth.NET. BellSouth uses UUNET by MCI to provide their core Internet backbone for their regional service. The City is interested in connecting to another Internet vendor to provide a fault tolerant connection. The selected vendor must not use the same connectivity to the Internet backbone as BellSouth.

3 Background

The City currently has a 45 Mbps connection provided by BellSouth.NET. This redundant connection is not to replace the current connection.

4 Schedule of Activities

Activity	Date
Distribution of RFP	11/3/04
Deadline for questions	11/11/04
Proposals Due (Mandatory)	11/17/04
Sealed Proposals Opened by RFP Committee	11/17/04
Oral Presentation by Vendors (optional at ACS discretion)	TBD

5 General Information

This section covers topics describing the obligations and expectations for ACS, the City, and Vendors.

5.1 Service

Vendor will, at its option, either repair or replace ("Service") any component part of the hardware (and associated software) purchased as part of this RFP. This hardware and software should be listed in a document titled Equipment Exhibit A. Vendor's service includes the commitments itemized in Equipment Exhibit A.

5.2 Advisory

Vendors are encouraged to review this RFP thoroughly, including all requirements, terms, conditions, deadlines, historical data, and cost information to ensure submission of a timely and responsive proposal. Vendors must fully document all costs and thoroughly explain the anticipated benefits of their proposals to ACS and the City. Although every effort has been made to ensure the completeness of this proposal, there is no guarantee of completeness to this proposal. The Vendor will be responsible for any additional material, equipment, tools, labor, etc that may be required to fulfill the terms of service outlined in this RFP.

5.3 Relevant Local and Corporate Experience

The City and ACS require that each Vendor provide verifiable, documented evidence of local government and corporate experience, preferably in an environment comparable in size and scope to ACS and the City, for all the services detailed in its proposal. It is the responsibility of the Vendor to explain how past experiences relate to its proposal, including appropriate quantifiable data. Only verifiable experience with references will be considered.

5.4 Pricing

Vendors **must** submit cost proposals in the format shown in **Section 6.6 – Cost Table**. The City's goal is to provide the best public service possible and that cost will be only one factor in the evaluation of proposals. Costs listed should be for the term referenced in **Section 5.13 – Contract Duration**.

5.5 Changeover Plan

This will be the start date of support and the start date of the contract.

5.6 Disclosure of Information

Once the final contract is awarded, the selected contractor shall not disclose any details in connection with the requested system(s) without the advance written approval of the City's Contract Administrator. The contractor may identify its services to clients provided that during the performance period of the contract, the contractor shall not publish or disseminate commercial advertisements, press releases or feature articles using the name of the City without the prior, written consent of the Contract Administrator.

5.7 Proprietary Considerations and Public Records

Upon submission responses to this RFP become the exclusive property of the City and will become public record. Portions of the proposal may be marked as “confidential” by marking each affected page of the proposal. This will be considered a request and will be honored to the extent possible under all relevant public record laws.

5.8 Non-Responsive Proposals

The City and ACS reserve the right to deem proposals non-responsive if any of the documents required by the RFP are omitted or if the basic required components of the solution and related services are not addressed.

5.9 Bid Closing Date

Written responses to this RFP must be received by ACS no later than 2:00 P.M. CDT on the Date listed in Section 4 as “Proposals Due (Mandatory)”. Sealed responses must be addressed as it appears on the front page of this document titled “Bid Accepted at:”

5.10 Right to Reject

Notwithstanding any other provisions of this RFP, the City and ACS reserve the right to reject any or all proposals.

5.11 Inquiries

All questions pertaining to the RFP must be forwarded to the e-mail address listed on the front page of this document under **“E-Mail Inquiries”** no later than 4:00 p.m. CDT on the date listed in Section 4 “Deadline for questions”. All questions received by the stated time will be answered in a timely manner. Failure to address questions to the appropriate contact may disqualify a proposal from consideration. Written responses to all properly presented questions will be provided at least 24 hours prior to bid closure via the City website at www.cityofmemphis.org under the section called Your Government At Work. Responses will not be emailed, only posted to the website.

5.12 Prohibitions of Amendments

Once a proposal has been submitted, amendments or enhancements to the proposal will only be accepted by ACS and the City if requested by ACS or the City.

5.13 Contract Duration

The service agreement for this contract is to cover a 5-year period, starting the date listed in Section 4 as “Commencement of new contract”. The contract will automatically move to a month-to-month contract with no cost increase at the end of the first 60 months. The City reserves the right to renew, cancel, and/or solicit competitive quotes after the first year. At the end of the first 5 years the Vendor can exit the contract by giving ACS (90) ninety days notice in writing that they would like to be removed.

5.14 Proposal Costs

The City and ACS will provide NO reimbursement of any kind for any costs incurred in responding to this RFP.

6 Response Format and Mandatory Documents

This section provides an outline of the format and structure of the response to this document. Responses that fail to conform to the format outlined in this section will be considered non-responsive and, as such, may disqualify the Vendor. Vendors must submit **one original and seven (7) copies** of the proposal, including one (1) on CD. The CD copy must be able to be viewed using Microsoft Office Products or Adobe Acrobat software and contains any supporting manuals, brochures and reports. All proposals are due on or before, but no later than **2:00 p.m. CDT on the Date listed in Section 4 as “Proposals Due (Mandatory)”**. Proposals received after the closing time and date will be considered late and not entitled to participate in the process. Proposals, copies and related information should be sealed in a single package with the address of the Vendor in the upper left-hand corner and clearly marked: **Secondary ISP Service**. Sealed responses must be addressed as it appears on the front page of this document titled **“Bid Accepted at”**.

The following outline is required to be used for Vendor responses:

- A. Cover Letter
- B. Table of Contents
- C. Description of Service compliant with this entire document (Scope of work)
- D. Changeover plan
- E. References (must include instances of equipment mentioned in section 6 of the RFP with installations of similar size.)
- F. Agreement to Service Levels in section 9.
- G. Costs (in our table format) – Shown in the Cost Table sections of this RFP

6.1 Response Preparation

In preparing a response to this RFP, the following should be considered:

1. Proposals should be written clearly, unambiguously, and to the extent possible in such a manner that evaluation committee members with little or no technical expertise will understand it.
2. Proposals should be specific and complete in every detail. However, Vendors are welcome to outline alternative or additional services, provided the associated costs and benefits to the City are clearly presented. While the City and ACS encourages Vendor creativity in response to the RFP, the evaluation of proposals will be based primarily on responses to the required elements.
3. Proposals may be deemed non-responsive if they are substantially an advertisement of past accomplishments and corporate history.
4. Proposals must conform to the outline below, including headings, sections and paragraphs. Vendors may further subdivide specific paragraphs or add relevant sections at the end of their proposals. However, the proposal must be clearly organized so the evaluating committee is able to easily locate responses to specific items. If a Vendor cannot or chooses not to respond to any requirement, recognition of the requirement must be listed in sequence with "No Response" inserted and an explanation for the decision not to respond.
5. All specified information must be provided in accordance with the outline. Reference to other documents must only be used to supplement and/or substantiate information outlined in the body of the proposal.
6. All pages must be sequentially numbered.
7. All responses shall be firm offers and may not be withdrawn for a period of 120 calendar days following **the Date listed in Section 4 as “Proposals Due (Mandatory)”**.
8. An officer authorized to execute such documents on behalf of the corporation must sign the response and each copy. All signatures must be original and in blue ink.

6.2 Cover Letter and Corporate Introductions

This section shall comprise no more than two pages, including name and address of the firm or joint venture submitting the proposal and the name, address and telephone number of the person(s) authorized to represent the firm or joint venture. Vendors should

state whether the Vendor is an individual, partnership, corporation or joint venture. If the proposal is being submitted by or on behalf of more than one entity, all entities represented must be clearly identified.

6.3 Table of Contents

The table of contents should provide a comprehensive listing of the material in the proposal arranged by section, with a listing of the subject(s) in each section, and with pages numbered. The numbering of a proposal must conform to that specified in this RFP Section 6.1 number 6.

6.4 Compliance with RFP Requirements

The Vendor must thoroughly discuss and explain in detail how their response to each requirement in the RFP will be met.

6.5 References

Vendors must provide references that are able to confirm the successful support of other clients of equal size. The references must include the name, address and telephone number of top-level management contact persons for each contract. A minimum of three (3) and maximum of five (5) references must be provided. At least two of the references should be for the requested system(s) and service(s) contracts of similar size or larger. It would be preferable if the references were within 100 miles of Memphis, TN.

6.6 Cost Table

The cost for the Vendor's services must be in the following format shown:

Base Price	Monthly Cost
Installation Cost (1 time fee)	
All additional one-time charges	
Service Cost for dedicated 45 Mbps circuit	
Service Cost for burstable 3 Mbps Circuit	
Incremental Cost for 1 Mbps of bandwidth on burstable circuit	

6.7 Additional Data

This section should include any additional information that the Vendor believes to be essential to a thorough evaluation of its proposal. List all attached reports, financial documents, etc., and sequentially number all pages of the proposal and attachments.

If no additional data is appended, Vendors should state: "There is no additional data to be presented."

6.8 Completeness

Although the City and ACS have made every reasonable effort, there is no representation made regarding the completeness of the contract requirements. The Vendor is expected to review the requirements and make appropriate recommendations. Any required services products or equipment not specified in the bid will be the sole responsibility of the Vendor.

7 M/WBE

Minority/Women Business Enterprise (M/WBE) Program

The City has a Minority/Women Business Enterprise Program that is designed to increase the participation of minority and women-owned businesses in the City's purchasing activities.

M/WMBE Definition

Minority-owned business is defined as those that are 51% owned and controlled by African Americans. Women-owned business is defined as those that are 51% owned and controlled by one or more women, but not African Americans. To qualify as an M/WBE Contractor, a firm must be included on the list of certified M/WBE's, available from:

Office of Compliance
125 North Main, Room 440
Memphis, TN 38103

A list of certified M/WBE Contractors is available from the Office of Compliance, at the address listed above.

M/WBE Certification

Only those Contractors that have been certified by the Uniform Certification Agency are eligible to qualify as M/WBE business. If the Contractor is a certified firm, enter the following information:

Minority (MBE) _____ Women (WBE) _____

Certification Number: _____

COMPLY (Insert YES or NO) _____

EXCEPTION (Insert YES or NO & Specify) _____

Certified Subcontractors Participation

The City also encourages non-M/WBE Vendors to seek participation in this bid with an M/WBE Vendor. Even if you are not an M/WBE Vendor, please explain below any participation by an M/WBE Vendor that is proposed for this project. Include name, address, and certification number if any M/WBE participant, plus the estimated percentage of the contract to be awarded to the participant, as follows:

\$ Show the dollar value of the subcontract to be awarded to this Vendor.

\$ Show the percentage of the total proposal represented by this subcontractor.

M/WBE Included whether the Vendor is MBE by inserting an M, or WBE by inserting a W.

Submission of this proposal commits the Vendor to the firms listed below:

\$	%	M/WBE	Certified Subcontractor's Name, Address, and Telephone	Certification #

For additional information regarding certification as an M/WBE Vendor, please contact:
Ms. Carlee McCullough, - (901) 576-6210

8 Evaluation Process

The evaluation process involves a thorough review of the proposals and selection of a Vendor. The selected Vendor will have performed well in all areas.

8.1 Evaluation Committee

All proposals will be reviewed by ACS and the City to determine if they contain the minimum essential requirements outlined in the RFP, including instructions governing submission and format and compliance with standard City requirements. Those proposals deemed non-responsive may be disqualified without further evaluation and the Vendor will be immediately informed. An Evaluation Committee will examine each proposal that meets the mandatory requirements and recommend a contractor to the City of Memphis.

8.2 Evaluation Criteria

Proposals will be evaluated according to the following general criteria but not limited to:

1. *Capability of proposed product and/or service to meet RFP requirements:* This evaluation is based on the specific requirements outlined in the Proposal Scope and the completeness of the proposal.
2. *Corporate experience and capability:* The Vendor will be evaluated on relevant corporate experience, including verifiable comparable processing capability and financial stability.
3. *Cost:* The Vendor's cost proposal will be evaluated. Please note that a low-cost bid, in and of itself, will not be sufficient to be awarded this contract.
4. *Additional considerations:* Proposals will also be evaluated on such factors as the company's financial viability

Innovative approaches to increase the efficiency and effectiveness of operations and/or to reduce costs to the City will also receive consideration, as will the credibility of the Vendor's commitment to the success of the proposed system(s) and service(s), and to its verifiable record of working harmoniously and cooperatively with its clients.

Note: Oral Presentations

After preliminary evaluations are completed, a short list of qualified Vendors may be invited to give an oral presentation. This presentation is optional at the discretion of the City and ACS. Vendors found to be non-responsive to the RFP will not be invited to give an oral presentation. **However, no proposal may be altered or enhanced during an oral presentation.**

9 Service Levels

The service level agreement requires that the system be designed for an availability of 98%. This availability will be measured continuously with exception for scheduled maintenance. If the availability of the system drops below 98% in a given month the Vendor will issue a check to the City within 30 day for the amount of \$15,000.00 for each month the service level is missed. This Service level credit would be paid to ACS within 30 days.

10 Requirements

10.1 Internet Backbone

Requirement: Vendor provides map of Internet backbone service and provides Internet backbone service by one of two means:

- Vendor has their own connectivity into the following Internet Exchange Points (IXP): MAE East, MAE West, and MAE Central, or
- Vendor has a backbone connection into the following Internet Exchange Points (IXP): MAE East, MAE West, and MAE Central; provided by another Tier 1 provider other than UUNET.

10.2 Use of BellSouth Central Offices

The current Internet service in use by the City of Memphis utilizes the BellSouth Central Office located at 201 Court Ave, Memphis, TN 38103.

Requirement: Vendor must provide Internet services to the City without using services through the BellSouth Central office located at 201 Court Ave, Memphis, TN 38103.

10.3 Service Location

The service will be ultimately provided to City Hall, 125 N. Main St. Memphis, TN 38103. The service will be provided to this location using the City of Memphis single-mode fiber ring.

Requirement: Vendor must be able to connect their Point of Presence (POP) to one of the City of Memphis' fiber patch points. Those locations are as follows:

- City of Memphis City Hall; 125 N Main St.
- Memphis Police Department South Precinct; 791 E Raines Rd.
- Memphis Police Department East Precinct; 2602 Mt Moriah Rd.
- Memphis Police Department Northeast Precinct; 6850 Appling Farms Parkway
- Memphis Police Department North Precinct; 3633 Allen Rd.
- Memphis Fire Department Training Academy; 4371 OK Robertson Rd.
- Memphis Fire Department Armor Center; 79 S Flicker St.

10.4 Bandwidth

The City of Memphis is requesting two cost structures. One is to provide dedicated bandwidth at 45 Mbps. The other is to provide dedicated bandwidth at 3 Mbps with burstable bandwidth measured in 1 Mbps increments.

Requirement for first cost structure: At a minimum, circuit must provide 45 Mbps of throughput to the Internet at all times.

Requirement for second cost structure: At a minimum, circuit must provide 3 Mbps of throughput to the Internet at all times. The circuit bandwidth is burstable in nature and

service is charged above 3 Mbps in 1 Mbps increments. Please state the maximum bandwidth this circuit can provide.

10.5 Hardware

The City of Memphis will be providing a router, installed at City Hall, 125 N. Main St. Memphis, TN 38103. This router will have a single-mode fiber long haul Gigabit Ethernet interface (1000BASE-ZX). The vendor must provide their own hardware and optics to provide the service over one pair of single-mode fiber using a long haul Gigabit Ethernet interface (1000BASE-ZX)

Requirement: Vendor must provide service by a single-mode fiber long haul Gigabit Ethernet interface (1000BASE-ZX). The City of Memphis will provide the router to connect into the Vendor's network.

10.6 Redundant Network Design

Requirement: Vendor must describe redundant architecture of their network and connections to the Internet Exchange Points (IXP).

10.7 Logical Addressing

Requirement: Vendor must be able to provide support to apply the City of Memphis's publicly addressable Internet Protocol (IP) address range, which is 167.29.0.0 – 167.29.255.255, to the Internet connection. Border Gateway Protocol will be used to share the address range with our other Internet Service Provider.

10.8 Routing Protocol Support

Requirement: Border Gateway Protocol, version 4, (BGP4) is required to multi-home the City of Memphis's publicly addressable Internet Protocol (IP) network between two Internet connections, one of which will not be provided by Vendor, but will participate equally in the routing protocol. Vendor will assist in obtaining an Autonomous System Number (ASN) to be registered to the City of Memphis. Vendor must provide a network that can use BGP4.

10.9 Internet Availability

Requirement: Availability of the Internet through the Vendor's solution is to be 98% or greater. Internet Availability is defined as the ability to exchange traffic from the City provided router, across the Vendor's network, and to the Internet Exchange Points (IXP). Vendor is to measure and record this Internet Availability on five minute intervals, twenty-four hours a day, every day. Vendor will provide the City of Memphis a monthly report on Internet Availability in an Internet web accessible format. The Internet web accessible format should hold information for at least the current and six previous months.

10.10 Monitoring of Internet Circuit

Requirement: Vendor must monitor the Internet connection to the City of Memphis every five minutes, twenty-four hours a day, every day. The monitoring is for the detection of a problem and for bandwidth utilization reporting. If a problem is found, the Vendor will attempt to repair the service. Vendor will proactively contact and notify the City of Memphis of the problem. The Vendor must provide bandwidth utilization reporting on the circuit. The bandwidth utilization report should be in an Internet web accessible format. The Internet web accessible format should hold information for at least the current and six previous months.

10.11 Calls for Service

Requirement: Vendor must treat all trouble calls notifying Vendor of an “Internet Outage” with the highest priority available. An “Internet Outage” is specified as the City of Memphis cannot connect to two or more separate Internet locations through the Vendor’s network. The City of Memphis expects a response to an Internet Outage call within fifteen minutes. Vendor support must be provided twenty-four hours a day, every day. Vendor must provide a toll-free phone number for support issues that is answered by an engineer twenty-four hours a day, every day.

10.12 Approved Scheduled Maintenance

Requirement: The City of Memphis will work with the Vendor on any downtime required for maintenance, installation of software, hardware, configurations, patches, hot fixes, upgrades, etc. to the Internet circuit. Vendor must be adequately staffed to handle scheduled requests for times outside the City of Memphis’s standard business hours. All scheduled and approved downtime **WILL NOT** be included in the Internet Availability metric. Vendor must notify the City of Memphis of a possible maintenance window at least one business day in advance. The City of Memphis understands emergencies are unavoidable and will work with Vendor for any emergency maintenance required.

10.13 Unapproved Internet Outages

Requirement: Vendor cannot perform unscheduled or unapproved maintenance, installation of software, hardware, configurations, patches, hot fixes, upgrades, etc., that affects the Internet connection to the City of Memphis. If an Unapproved Internet Outage occurs, the duration of the outage **WILL** be included as downtime for the Internet Availability metric.

10.14 Security Management

Requirement: Vendor must notify the City of Memphis of any possible security exploits that may affect service for the City of Memphis as soon as the Vendor learns of the exploit. The City of Memphis will work with the Vendor on any downtime required for maintenance, installation of software, hardware, configurations, patches, hot fixes, upgrades, etc. to mitigate the security exploit.

10.15 Logical Address Access Control Management

Requirement: Vendor must be able to implement access control lists for Internet Protocol (IP) addresses as required by the City of Memphis. The access control lists would be placed on Vendor supported upstream routers.

10.16 Domain Name Services (DNS)

Requirement: Vendor must be able to provide a secondary DNS server, hosted at the Vendor's Network Operations Center (NOC) or equivalent location, to host secondary DNS zones of the City of Memphis. Vendor must provide support to host twenty-five (25) secondary DNS zones. Updates to the secondary DNS server will occur by authorized zone transfers from the City of Memphis's primary DNS server located at the Service Location.